



**Outpatient Fee Schedule Project
Information Systems Division
Acceptance Test Plan**

December 1, 2004



ISD OUTPATIENT FEE SCHEDULE PROJECT

ACCEPTANCE TEST PLAN

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REVISION HISTORY

Revision	Date	Name	Description



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1. Scope

This test plan is the test record documentation of a complete test history for the Information Services Division (ISD) testing of the Outpatient Fee Schedule Project. The purpose of this test plan is to define the overall testing strategy/approach and acceptance criteria for the Outpatient Fee Schedule Project.

1.1 Project Overview

The Outpatient Fee Schedule Project is a replacement of the existing AHCCCS outpatient pricing methodology with new-capped fee schedule rates based on CPT/HCPCS procedure codes, hospital cost-to-charge ratios, peer group adjustments and other factors. The Project and Milestones are pre-defined to allow stakeholders to plan for testing, coordinate implementation across interested parties, and to ensure that Agency priorities are implemented in accordance with Legislative mandates.

1.2 Document Overview

This document is the baseline for testing the Outpatient Fee Schedule Project in the AHCCCS PMMIS systems. It defines how applicable systems, integration, pilot, business-to-business (B2B), and user acceptance testing will be organized, managed and implemented. Its objective is to provide the basis for an effective and efficient testing process with clearly defined roles and responsibilities, and unambiguous interfaces with all internal and external entities that will play a role in this testing.

The document is organized into the following sections:

- ❑ **Section 1 – Introduction/Scope**, provides the scope, Project overview, and document overview.
- ❑ **Section 2 – Testing Approach/Strategy**, describes the overall testing approach/ strategy, as well as areas that will and will not be tested.
- ❑ **Section 3 – Software Test Environment**, describes the test environments.
- ❑ **Section 4 – Testing Components**, describes the testing components, and test reporting.
- ❑ **Section 5 – Entrance/Exit Criteria**, provides a description of priority 1 through 4, corrective action steps as well as status reporting.
- ❑ **Section 6 – Testing Phases**, explains the test phases as well as summary reporting and analysis.
- ❑ **Section 7 – Testing Roles and Responsibilities**, provides a list of individuals that will be participating in the testing as well as their responsibilities.
- ❑ **Section 8 - Test Schedule**, high level testing estimate.
- ❑ **Section 9 – Testing Databases**, describes the build process.
- ❑ **Section 10 – Test Reference Tracking Numbers**, describes how each requirement in the Requirements Matrix is mapped and tracked to a test case and its procedures.
- ❑ **Section 11 – Testing Progress Metrics**, describes how metrics will be utilized to track the testing phases and reporting sequences.
- ❑ **Appendices**, provides supporting documentation to the plan.



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1.3 Source Documents

Project Source documentation will be developed throughout the lifecycle of the Outpatient Fee Schedule Project. Source documentation must comply with established ISD policies, procedures and business rules.

All documents listed below must be available before test cases and scenarios are developed. These Project source documents contain critical information and are used during the development of test cases/scenarios.

In addition, the source documentation must be developed in accordance with proper software development lifecycle standards. Each Project document requires authorized signatures and must be signed prior to sign-off of its successor document.

1. ISD Requirements Worksheet Document
2. ISD System Proposal
3. Design and Code Review Materials
4. Project/Implementation Documentation
5. User Manuals



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2. Test Approach/Strategy

The testing approach and strategy relies on the core use of proven software development standards.

Upon receiving signed and approved requirements worksheet and system proposal documentation (design documentation) for the Project, the test team will develop a series of test cases/scenarios and expected results. These test cases are designed to ensure the requirements have been incorporated into the program as well as that there are no errors within the software. Test cases will be supplemented with several extracts and control groups of actual Outpatient claims received by the AHCCCS administration and processed in the test environment.

The sections that follow contain additional information, and will describe how ISD anticipates achieving and implementing customer requirements from the acceptance-testing region. Refer to APPENDIX C for a flow diagram of the test process overview.

3. Software Test Environment

The software test environment for the Outpatient Fee Schedule Project is comprised of an Acceptance Testing Regions (ATR).

The ATR operates in a controlled environment, which is achieved by installing test software with strict and meticulous standard operating procedures. An ISD cross sectional Team has been established and is comprised of Operations, Applications, Database, Configuration Management and Test personnel to facilitate the collaborative maintenance of the test environment.

The test regions will contain both created data and data copied from the current production environments. All source-code, database schemas, control files, software documentation, and other components will be maintained in version-controlled libraries. Developers, Database Administrators and others will have specific access rights based upon their needs, but generally mirroring production environment access abilities.

4. Testing Components

The Outpatient Fee Schedule Project testing effort is divided into three components.

4.1 Component 1 – Test Plan Development

Test Plan Documents include the development of the initial test plan document and subsequent updates detailing all test scenarios, test cases, check lists and any other procedural documentation pertaining to testing execution and reporting. These are intended to be “living documents” that will evolve as testing activities progress and are completed.

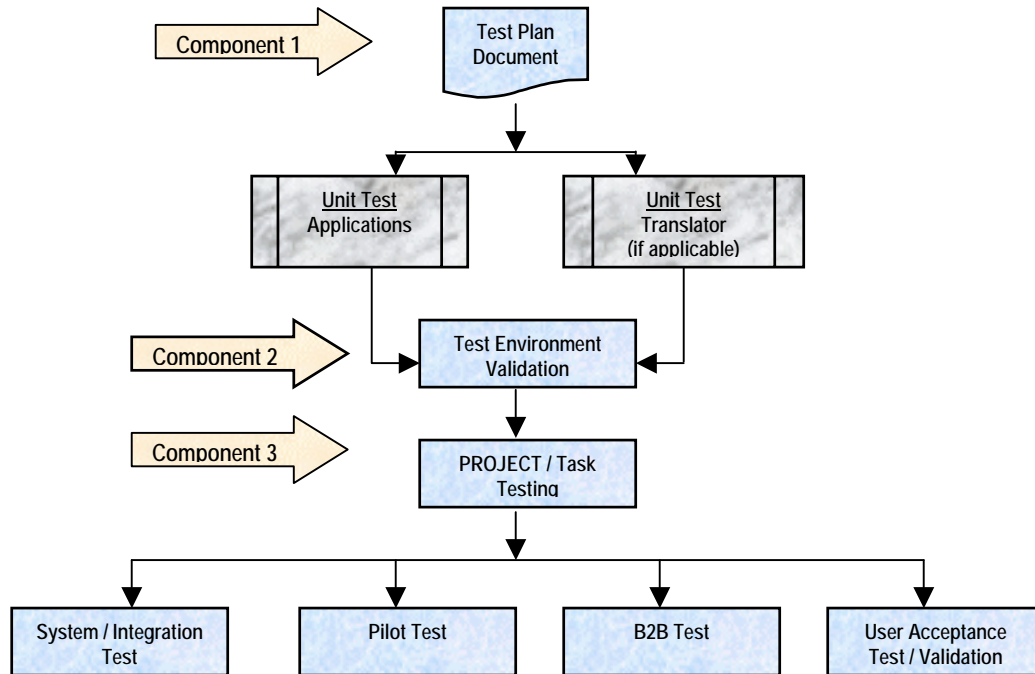
4.2 Component 2 - Test Environment Validation

Test Environment Validation includes activities associated with the validation of the test environment to be used for all phases of the Outpatient Fee Schedule Project testing. Environment functionality and database appropriateness will be validated utilizing the Test Environment Validation Checklist. Refer to Appendix A for a copy of this checklist.

4.3 Component 3 – Project/Task Testing

Project/Task Testing includes System/Integration, B2B (if applicable) and support of User Acceptance testing. See Figure 2 below, which represents each component and the flow.

Figure 1. Component Test Workflow



4.4 Testing Assumptions

The Outpatient Fee Schedule Project incorporates three major assumptions. They are:

4.4.1 Unit Testing

Unit testing will take place in the development environment for both Applications and Translator related tests. After notification by the development teams, the final configurations will be migrated to the Arizona Acceptance Test Region (ATR). Any rework by development as a result of test discrepancies will be performed in the appropriate development environment and upon completion and approvals, will be re-migrated into the ATR.

4.4.2 User Review of System/Integration Testing

Whenever possible, consideration of User Defined test situations and User Review of all draft and final test plans will be incorporated in the ISD system/integration testing approach.

4.4.3 Testing Limitations/Constraints

The ISD System/Integration testing efforts will be limited primarily to the following



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impacted subsystems for the Outpatient Fee Schedule Project:

- ☐ Claims
- ☐ Encounters
- ☐ Provider
- ☐ Reference
- ☐ Finance
- ☐ Reinsurance.

4.5 Testing Scenarios

System Test Plans will be written for all aspects of the Project. Within these test plans, test cases/test scenarios will be written for each requirement. Each requirement will have no less than one test case/test scenario associated with it. These scenarios shall utilize all information available to support the test including requirements, business rules, design materials, and user documents (i.e.... Provider Manuals, etc).

Each test case/test scenario shall have identifying criteria associated with it in regards to data tested, iterations of the test and affected requirements, etc. Moreover, each scenario will detail the system environment, data specifics, dependencies on other scenarios, and requirement reference.

If a test scenario or process fails during any phase of testing, a problem report will be entered into the Problem Report Tracking database. The problem report will be assigned to the appropriate Project Manager. The Project Manager will then assign the problem report to a developer, allot time to fix, retest and migrate the solution to the test environment.

After the problem report is resolved, the scenario shall be re-executed with the latest version of software or hardware, and documented on the scenario sheet as a subsequent iteration of test. For example, if it is the third time a scenario is run, "3" will be documented at the bottom of the scenario in the appropriate Iteration segment. This will enable the applicable Project Manager to earmark trouble areas for analysis.

After each test case/test scenario has been tested and completed, the hardcopy coversheet, test results and associated documentation will be placed in the folder and stored in the appropriate location.

5. Entrance/Exit Criteria

Test Acceptance criteria for all phases of testing are based on a scheme that specifies four priorities of test incident or problem. The Project is deemed to be acceptable if there are no outstanding Priority 1 or 2 problems after a full execution of all scripted scenarios.

Current Problem Report status will be discussed internally and externally, where appropriate, on no less than a twice-weekly basis during regularly scheduled Project status or testing meetings as testing progresses.

ISD Applications staff are expected to provide status and/or responses to all submitted problem reports within one working day of generation.

While the acceptance of a test case is contingent on the resolution of Priority 1 and 2 problems, the Priority 3 problems will also be addressed as time permits. The testing of a transaction will be



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considered ready to progress to the next phase, or sequential scenario on testing, when there are no Priority 1 or 2 level type defects outstanding.

Throughout the entire period of software development, the development teams will correct as many Priority 3 problems as remaining schedule allows.

5.1 Priorities

5.1.1 Priority 1/Critical

The problem causes the system to crash or “freeze” indefinitely or one component of the system crashes or freezes; the system would cause violation of Federal or state law or regulations; the system prevents access to or execution of a mission critical component and there is no acceptable workaround. Priority 1 problems will be handled and tracked on an immediate basis.

5.1.2 Priority 2/High

The system fails to perform a critical function correctly and there is no acceptable workaround within the system’s other capabilities that would enable users to successfully complete this function. Priority 2 problems will be handled and tracked on a daily basis.

5.1.3 Priority 3/Low

The problem creates an inconvenience or nuisance to the user without preventing successful completion of mission critical functions; is a minor or existing imperfection in the system; or if mission critical functions are prevented there is an acceptable workaround. Priority 3 problems will be monitored and tracked on a daily basis. Escalation will occur as merited.

5.1.4 Priority 4/Future Enhancement

The problem or requirement is a desired future enhancement to the system. Priority 4 problems will be logged and tracked throughout the PROJECT and should result in future Projects. No escalation will occur.



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Prior to the start of User Acceptance or Business-to-Business (B2B) Testing, the appropriate customer group will be presented with a detailed accounting of:

1. All identified problem reports.
2. Resolution criteria for resolved issues.
3. A listing with detailed approach to any problem reports, which are outstanding at the time of turnover.

5.2 Corrective Action

The corrective action process that will be employed for the Outpatient Fee Schedule Project consists of the following activities:

1. Documentation and reporting of discrepancies through a Testing Problem Report.
2. Cause and classification of discrepancies or reasons for changes.
3. Corrective action definition and ranking.
4. Corrective action approval.
5. Corrective action tracking and verification.

The responsibility for documenting and reporting the discrepancy rests with the tester or group who discovered it. If the development teams discover further discrepancies during the resolution of a reported discrepancy, it is their responsibility to report such discrepancies to the test team for proper documentation and reporting. An assigned test team resource will be responsible for entry of all discrepancies in the Problem Report Tracking database; discrepancies will be categorized through discussions with the Test Manager and Applications Project Management team where appropriate.

Recommendation of a corrective action will be the responsibility of the appropriate Test, Development or Operations team. If the corrective action does not affect the functional or design baseline, the Test Manager or his/her designee may approve the recommended corrective action without further Project management approval.

6. Testing Phases

The Outpatient Fee Schedule Project will divide each testing scenario into six general phases:

6.1 Test Planning

The primary objectives for the Test Planning phase are:

- ☐ Define test requirements.
- ☐ Import allocated test requirements from design documentation.
- ☐ Define test plan/procedures.
- ☐ Link (associate) the test case/test scenario with a specific test requirement.
- ☐ Finalize test environment setup and processes.
- ☐ Gather and validate all applicable user documentation.
- ☐ Define and identify actual claims data for "Control Group" testing purposes.

6.2 Test Development

The primary objectives of the Test Development phase are:



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- ☐ Finalize test and Problem Report tracking procedures.
- ☐ Define test cases and scenarios.
- ☐ Validate the test environment.
- ☐ Define regression data test parameters.
- ☐ Define “Control Group” expected outcomes and tracking parameters.

6.3 Test Execution

The primary objectives for the Test Execution phase are:

- ☐ Execution of test scenarios and test cases.
- ☐ Execution of all related batch processes.
- ☐ Execution of all internal and external interfaces, when appropriate.
- ☐ Execution of regression test plans, when appropriate.
- ☐ Execution of “Control Group” claims.
- ☐ Update and re-execution of a test scenario and test case (retest) to reflect a fix to a reported test discrepancy.
- ☐ Document Problem Reports as necessary.

6.4 Problem Report Tracking

The primary objectives of the Problem Report Tracking phase are:

- ☐ Generate problem report summary information.
- ☐ Compile metrics.

6.5 Test Project Status Tracking Report

A test status report will be created for the Project. This report will be updated weekly and reside on a network server that is made available to all authorized individuals. The content of the report contains the status for the Project.

6.6 Summary Reporting and Analysis

The primary objectives of the Summary Reporting and Analysis phase are:

- ☐ Prepare a detailed Test Results Progress report.
- ☐ Provide information to support Executive Management weekly Status Summary meetings.

The Test Manager and an assigned test team resource will also produce Test Results Progress and Problem Report Listing reports on no less than a weekly basis.

Reports will include:

6.6.1 Cross Tab Reports

The Cross Tab Reports display Problem Report information by age, priority, and assignment.

6.6.2 Hierarchy Reports

The Hierarchy Reports display testing status according to test requirements and test coverage, and progress to the stated test calendar.



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6.6.3 Other Reports

Other reports display a variety of information as requested.

6.7 Project Traceability Matrix

The Project will be accompanied with detailed requirements, detailed system proposals (design) and detailed test plans. For tracking/traceability purposes, it is important to identify each requirement with a unique identifier. Test cases will be identified and mapped accordingly. When a test case fails, a problem report is recorded in the Problem Report Tracking Database.

The final revision of the Test Project Status Tracking Report will be completed after all testing has been completed and before closing the Outpatient Fee Schedule Project.



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7. Testing Roles and Responsibilities

The Test Manager will use available resources to help plan each testing activity and assemble key components (e.g. documentation, personnel and hardware) to ensure a successful repeatable process.

Table 1. ISD Testing Roles and Responsibilities

Role	Name	Responsibility
Test Manager (TM)	Lori Petre	Manages all testing activities and associated activities.
Operational Testing Coordinator (OTC)	TBD	Writes and executes complex test cases and scenarios, reports on testing results. Maintains test plans.
Technical Testing Coordinator (TTC)	Nancy Upchurch	Tracks all problem reports and issues based on testing Projects.
Test Lead (TL)	Barbara Butler	Oversees, writes and executes complex test cases and scenarios, and reports testing results to TM.
Tester (T)	Dora Lambert	Writes and executes complex test cases and scenarios, and reports testing results to TM.
Tester (T)	Roseann Vega	Writes and executes complex test cases and scenarios, and reports testing results to TM.
Test Lead (TL)	Linda Stubblefield	Writes and executes complex test cases and scenarios, and reports testing results to TM.
Tester (T)	Brenda Hays	Writes and executes complex test cases and scenarios, and reports testing results to TM.
Tester (T)	Leroy Geske	Writes and executes complex test cases and scenarios, and reports testing results to TM.
Test Administrative Specialist (TA)	Chris Herrick	Executes test cases and scenarios, and reports testing results to TM.
Test Specialist (TS)	Keith Kent	Technical liaison between the ISD Testing Team, other ISD departments, and Health Plans. Ensures that the ATR region is in synch with Production programs and extract client data using data queries for use in test scenarios.
Test Specialist (TS)	Dick Azzi	Technical liaison between the ISD Testing Team, other ISD departments, and Health Plans. Ensures that the ATR region is in synch with Production programs and extract client data using data queries for use in test scenarios.

Assigned test team resources will track all Problem Reports in the Problem Report Tracking database. The database will contain all collected data and information about each problem in software and hardware, including a description, symptoms and severity.



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The table below indicates Arizona's contact information for the various subsystems.

Table 2. Arizona Subsystem Contact Information

SUBSYSTEM	AZ USER LEAD
CLAIMS	John Archunde, ASC
ENCOUNTERS	Lydia Ruiz
FINANCE	DBF
REINSURANCE	Patricia Peers
REFERENCE	John Archunde, ASC
PROVIDER	John Archunde, ASC

8. Test Schedule

A high level view of estimated testing hours, based on original development estimates for the Project can be found in the table below.

Additionally, the testing schedule for the Project will contain expected test plan and scenario executions, batch runs and interface expectations.

Table 3. Project Testing Estimates

DEVELOPMENT ESTIMATE	TESTING ESTIMATE*(all test types including UAT)
TOTAL xxxx	xxxx

*Calculated at 20% of the overall development hours

9. Testing Database

The testing unit will use the Problem Report Tracking Database during the Outpatient Fee Schedule Project to record and track all problems that arise during all testing phases of the PROJECT.

9.1 Problem Report Tracking Database

This Access database tracks Project requirements to test scenarios. The formal test planning process adds the Test Case Number (which includes test scenario numeric indicator) for each formal test. This will indicate which requirement will be tested by a particular test scenario, and by inference, which requirements will be verified. All Problem Reports are tracked by related requirement and level of severity.

10. Test Reference Tracking Numbers

10.1 Test Scenario Number

These are six-digit numbers assigned by the testing process, with the first three characters referring to the Subsystem and the last three digits consecutively numbered by test scenario.

10.2 Problem Report Tracking Number

These are six character numbers, with the first 2 characters representing the subsystem and the last four characters containing database driven sequential numbers.



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11. Testing Progress Metrics

During all the testing phases, metrics will be used to show testing progress of all test plans, scenarios, and the overall Project. The following two metrics will be tracked:

11.1 Percentage Tested

This metric will be measured and reported by tracking the number of tests started and successfully completed at any given time during the testing phase, in real numbers and in percentage. Tests may be comprised of test scenarios and cases or successful trading partner exchanges.

11.2 Number of Problems Encountered within Priority Bands

This metric includes a total number of problems encountered within each priority level. Priority 1 and 2 metrics will be gathered, tracked and reported on a daily basis during the scheduled acceptance testing phase.

11.3 Project Status Tracking

This metric will be reported by tracking the overall Project status.

These metrics help to provide a testing progress status for the Test Manager, ISD Management, customers and external trading partners. The Test Manager might evaluate the outstanding problem reports and test scenarios, and along with their knowledge of schedule considerations, predict a potential delivery issue. This type of information will aid the Test Manager by providing more detail to help make an informed decision on the proper course of action, potential need for escalation or most applicable solution needed at the time.

11.4 Testing Progress/Outcome Reporting

A series of two test reports will be completed for the Project. Both reports will describe the degree to which the objectives were accomplished, how well the software was validated and other significant results. As run test procedures, and all test and analysis data, will be retained and available for review upon request. The reports are:

1. The Internal Project Readiness Test Report.
2. Final Project Test Report.

11.4.1 Internal Project Readiness Test Report

At the conclusion of ISD internal testing for the Project, the Internal Project Readiness Test Report will be produced summarizing all ISD internal testing and therefore readiness to continue to external User Acceptance and/or B2B testing.

11.4.2 Final Project Test Report

The Final Project Test Report will be developed following the completion of all defined testing for the Project.

This test report will contain the following information, as appropriate:

- ❑ Summary.
- ❑ Identification of any requirements removed and/or replaced during test.



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- ❑ Planned test scenarios and test cases.
- ❑ Actual test scenarios and test cases with Pass or Fail status.
- ❑ Evidence of inspection of tests performed.
- ❑ Reports of all discrepancies and failures encountered during test, including current status.



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Appendix A - Test Environment Validation Checklist

Task Number	Task Description	Date Completed/Verified
1	Verify Programs/Versions – Arizona	
2	Verify Programs/Versions – Hawaii	
3	Verify Security Access – Arizona	
4	Verify Security Access – Hawaii	
5	Verify current data content by Sampling Production and Viewing Same Records in Test - Arizona:	
5a	<input type="checkbox"/> Provider (20)	
5b	<input type="checkbox"/> Recipient (50)	
5c	<input type="checkbox"/> Reference (random)	
5d	<input type="checkbox"/> Supporting Tables (random)	
6	Verify current data content by Sampling Production and Viewing Same Records in Test - Hawaii:	
6a	<input type="checkbox"/> Provider (20)	
6b	<input type="checkbox"/> Recipient (50)	
6c	<input type="checkbox"/> Reference (random)	
6d	<input type="checkbox"/> Supporting Tables (random)	
7	Finalize All External/Internal Interfaces Schedules/Targets – Arizona	
8	Finalize All External/Internal Interfaces Schedules/Targets – Hawaii	
9	Execute Validation Test Scenarios – Arizona	
9a	<input type="checkbox"/> Prior Authorization (5)	
9b	<input type="checkbox"/> Claims/1500, UB92, Pharmacy, Dental (5)	
9c	<input type="checkbox"/> Encounters/1500, UB92, Pharmacy, Dental (5)	
9d	<input type="checkbox"/> Providers (5)	
9e	<input type="checkbox"/> ECS File	
9f	<input type="checkbox"/> Reference Items (5)	
10	Execute Validation Test Scenarios – Hawaii	
10a	<input type="checkbox"/> Prior Authorization (5)	
10b	<input type="checkbox"/> Claims/1500, UB92, Pharmacy, Dental (5)	
10c	<input type="checkbox"/> Encounters/1500, UB92, Pharmacy, Dental (5)	
10d	<input type="checkbox"/> Providers (5)	
10e	<input type="checkbox"/> ECS File	
10f	<input type="checkbox"/> Reference Items (5)	
11	View – Arizona	
11a	<input type="checkbox"/> Prior Authorization (5)	
11b	<input type="checkbox"/> Claims/1500, UB92, Pharmacy, Dental (5)	
11c	<input type="checkbox"/> Encounters/1500, UB92, Pharmacy, Dental (5)	
11d	<input type="checkbox"/> Providers (5)	
11e	<input type="checkbox"/> ECS File	
11f	<input type="checkbox"/> Reference Items (5)	
12	View – Hawaii	
12a	<input type="checkbox"/> Prior Authorization (5)	
12b	<input type="checkbox"/> Claims/1500, UB92, Pharmacy, Dental (5)	
12c	<input type="checkbox"/> Encounters/1500, UB92, Pharmacy, Dental (5)	
12d	<input type="checkbox"/> Providers (5)	
12e	<input type="checkbox"/> ECS File	
12f	<input type="checkbox"/> Reference Items (5)	
13	Run Applicable Batch Schedules – Hawaii	
14	Run Applicable Batch Schedules – Arizona	



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APPENDIX B – Project Traceability/Tracking Matrix

TRACEABILITY MATRIX for OUTPATIENT FEE SCHEDULE PROJECT

ARIZONA

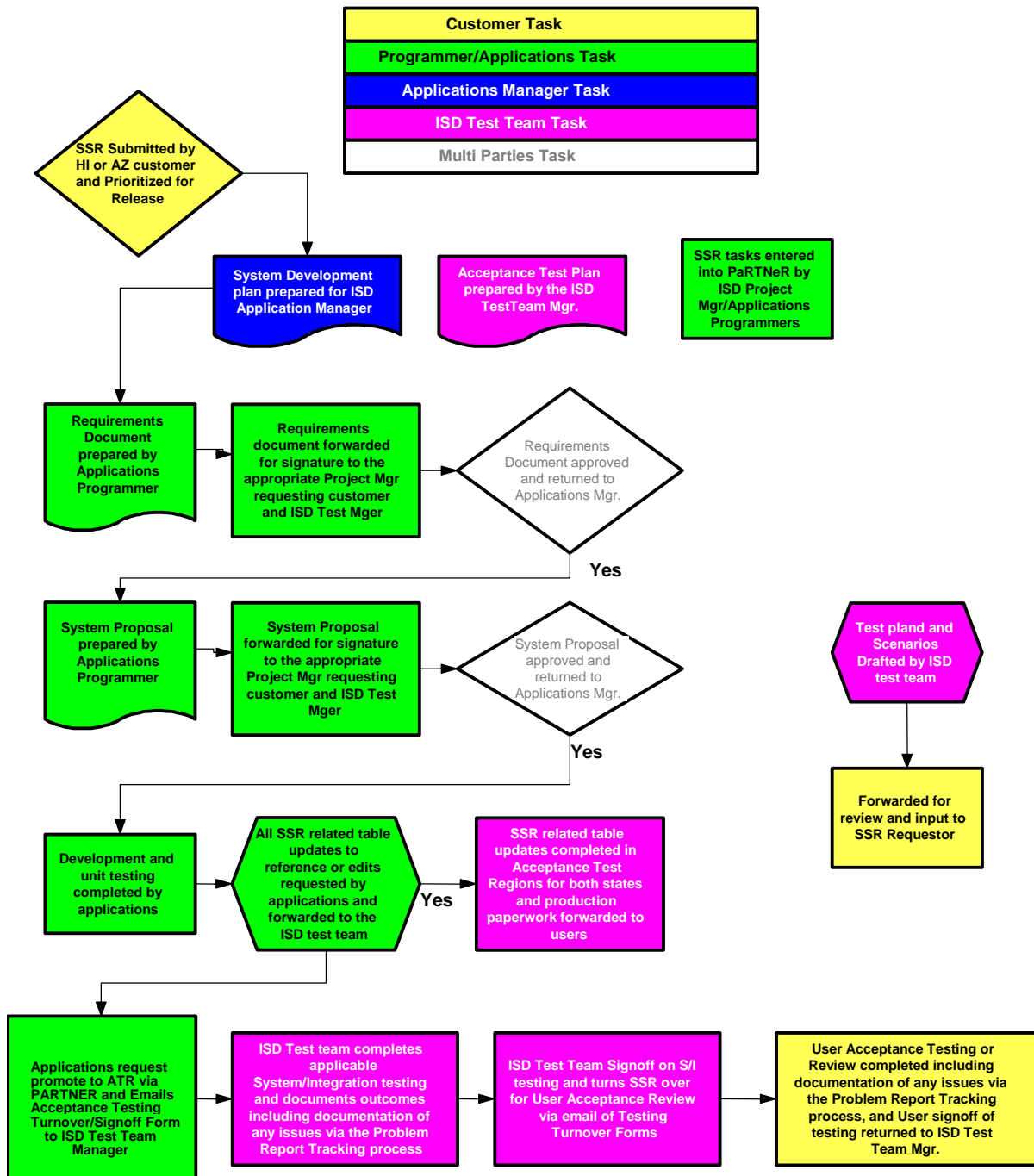
#	DIV	PROJECT #	TSK	DESCRIPTION	REQUIREMENTS WORKSHEET & SYSTEM PROPOSAL	COMBINATION FORM or SHORT FORM	SYSTEM/INTEGRATION TEST PLAN	ACCEPTANCE TESTING CONFIRMATION	SIGN-OFFS
CLAIMS									
ENCOUNTERS									
PROVIDER/REFERENCE									
REINSURANCE									



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APPENDIX C – Test Process Overview

Test Process Overview





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APPENDIX D – Test Scenario and Test Case Worksheet

The Test Scenario/Test Case Worksheet example shown below is included in each System/Integration Test Plan document written for the Project. The System/Integration Test Plan Template is included as an attachment to this document.

Test Case #	Test Case/Scenario	Expected Result	Pass/Fail



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APPENDIX E – Forms and Instructions (i.e. Problem Reports, etc.)

PROJECT PROBLEM REPORT FORM

PROJECT #: _____ PROJECT # _____
SUBSYSTEM: _____
____ CLAIMS _____ PROVIDER _____ REFERENCE _____ ENCOUNTERS _____ REINSURANCE
____ AES _____ FINANCE _____ RECIPIENT _____ HEALTH PLAN _____ REPORTING
____ OTHER _____ MERCATOR _____ ALTCS

Problem Report #: _____
Name/Dept: _____ Phone: _____ Date: _____
Priority of Defect: 1 – Critical 2 – High 3 – Low 4 – Future Enhancement

DESCRIPTION OF PROBLEM - (TEST PLAN # _____ SCENARIO/TEST CASE # _____)

SUPPORTING DOCUMENTATION: (Y/N)

Resolution Type:
Fixed – Separate ☐ Change in ☐ Mapping ☐ Not a ☐ Pgm ☐ Doc. ☐ Data ☐
Problem Report Requirement Problem Change Correction Problem

RESOLUTION:

Developer(s) Name	Failed PGM/Component(s)	Time to Fix	Date Fixed

Mapping Spec Update Needed: Y/N

Completed by: _____

Date Completed: _____

Companion Document Update Needed: Y/N

Completed by: _____

Date Completed: _____

Mercator Deployment Needed: Y/N

Completed by: _____

Test ☐ Prod ☐ Version in VSS: _____

Date Completed: _____

RETEST COMMENTS:

DATE: _____ TESTERS INITIALS: _____ PASS/FAIL
DATE: _____ TESTERS INITIALS: _____ PASS/FAIL
DATE: _____ TESTERS INITIALS: _____ PASS/FAIL

PROJECT Mgr. Approval: _____ Date: _____

Test Manager Approval: _____ Date: _____

Mainframe Promote/Approval: _____ Date: _____



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Map Deployment/Approval: _____ Date: _____